

CISA



Council of International  
Students Australia

# CISA NATIONAL CONFERENCE 2019

*PRISM OF POSSIBILITIES | JULY 15 – 19*  
*207 Adelaide Terrace, Perth WA 6000*



## Conference Program

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## Welcome

The 9th CISA National Conference welcomes you to Perth, Western Australia!

The national conference is an opportunity to engage, envision, and align with international student leaders and international education experts in a forum that is cementing the vision for the future of international students in Australia.

This is the very first time in the history of the organisation to host the conference in Western Australia. The Pan Pacific Hotel is the main conference venue, a quick drive from the airport and a magnificent view overlooking the swan river, picked particularly for you.

This conference is about empowering international students and celebrating their successful contributions to the Australian community. The conference program this year has been devised with a focus to not only provide students with diverse information on topics that affect, concern, and benefit them, but also give them a higher platform so that everyone can see and hear the valued differences state-wide and nationally.

This year, we also aim to involve as many fun and exciting experiences as possible by including opportunities to create future international ambassadors of Perth.

We hope you enjoy the 9th annual CISA National Conference!

Ralph Teodoro

**National Vice President and Conference Convenor**

### Conference Secretariat

#### Promaco Conventions

U9, Bateman Commercial Centre

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Perth WA 6150

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**Promaco  
Conventions Perth**



## Speakers

### Jen Bahen

**Director for International Education  
TAFE Directors Australia (TDA)**



Jen is the Director for International Education for TAFE Directors Australia (TDA), a role she started in June 2016. Jen has had extensive experience in the education policy sector, having worked at Senior Director Level in the public and private sector in Australia for many years. Jen has also spent considerable time working offshore in education in Beijing, Bangkok and Shanghai.

Jen began her career in the Australian Government Department of Education and Training, where she managed various national policy and program elements, including vocational education, youth transitions and trade training centres in school. In 2010 Jen was posted with the Department to the Australian Embassies in Beijing and Bangkok, where she was the Counsellor for Education, managing the broad bilateral relationship between China/Thailand and Australia.

After leaving the department, Ms Bahen moved to Shanghai, where she consulted to the Group of Eight, and was then the Director of Marketing and Admissions for Nord Anglia Education School Shanghai. During her time in Shanghai Jen was the chair of the AustCham Shanghai education working group.

Jen is passionate about enabling Australian TAFEs to have the best possible international engagement and ensuring that Australia's policy settings support this, as well as undertaking business development to reveal opportunities for TAFEs. Jen is also keen to see as many TAFEs as possible engage in global student mobility for domestic students.

Jen completed a Bachelor of Arts/Science with Honours at the University of Melbourne.

### Malcolm Baigent

**College Director and Principal  
Edith Cowan College (ECC)**



Malcolm Baigent has spent the last 15+ years in higher education with the last six (6) of those as College Director and Principal of Edith Cowan College (ECC), Navitas and Edith Cowan University (ECU) moved to a joint-venture model in 2016. In addition to his College responsibilities around governance, accreditation and teaching and learning, a key focus of Malcolm's leadership role is the delivery of quality academic outcomes and a positive student experience that sets students up for success at ECC, ECU and beyond.

Prior to ECC, Malcolm spent 10 years at ECU, where he held a range of senior leadership roles, including those of - University HR Manager, Faculty Operations Manager, and Manager Partnership Development & Services (International).

Malcolm is passionate about quality and attributes his discipline, commitment to task and 'can do' attitude to having spent the first five years of his adult working life in the Australian Army. Malcolm is a graduate of the Australian Institute of Company Directors, current Chair of WAPETIA, and a board member of StudyPerth.

## Leonie Baxter

Leonie is a Registered Nurse with a Bachelor of Nursing Science and a post grad dip in Mental Health Nursing. She is also an accredited Mental Health First Aid Australia (mhfa.com.au) instructor. Leonie has lived and worked in WA, Qld and Vic and in rural, remote and metropolitan areas. Leonie's most recent clinical work was with students at the Health Service at Curtin University. During this time she also worked at UWA in a relief capacity. She has worked extensively with international and domestic students on a one to one basis. This work has included individual counselling, mental health education and assisting them to tackle discussing their mental health with family members who may have limited knowledge of mental illness.

## Varsha Devi Balakrishnan

### Executive Assistant to the National President of Council of International Students Australia (CISA)

Varsha Devi Balakrishnan is a highly motivated individual who is passionate about advocating for and protecting the rights of international students in Australia. She is currently pursuing her Master of Counselling at Monash University and has previously completed her Bachelor of Arts and Master of International Development Practice. Varsha's journey as a leader for international community began in 2016 when she joined her faculty based mentoring program as an ambassador where she raised the needs of international students particularly, programs and events focusing on the assimilation and smooth transition of incoming international students into the faculty. Since then she has been appointed to be the sole Co-Facilitator of First in the Family & International Students division in 2018, the Education Officer of Monash's International Student Services 2018 and a StudyMelbourne Student Ambassador 2018. Varsha was also awarded the position of 2017 Victoria International Student of the Year (Higher Education) Finalist for all her efforts and contributions.



## Mellisa Birdas

Mellisa Birdas is an international student from Zimbabwe, currently studying a BA in Business administration at the University of Notre Dame Fremantle Campus.

## Christina Brockman

### TAFE WA

Christina has been engaged in international education since 2004. She is currently the Director of International Student Recruitment at TAFE International Western Australia Over the past 14 years Christina has worked in admissions, student support, compliance, marketing, recruitment and management. She is passionate about international education and training and the positive impacts of global mobility. Christina is a graduate of the University of Western Australia and Curtin University and has a lifelong commitment to education and the difference it makes to lives.

## Sally Burt

### Policy and Research Manager Independent Higher Education Australia

Sally Burt is the Policy and Research Manager at Independent Higher Education Australia.

She received her PhD from the Australian National University in 2011 and is published in the area of US diplomatic history and the development of its foreign policy in Asia.





Sally has taught at ANU, Monash University and UNSW (Canberra) and has been a Visiting Fellow at the University of Florida and West Point Military Academy in New York. She has worked as a Research Assistant in international relations, history, education and the VET sector. In addition, Sally has undertaken consultancy work for organisations writing historical accounts.

Sally and a colleague have co-edited two volumes. In 2013, *Global Perspectives on US Foreign Policy* and in 2016, *Global Perspectives on US Democratisation Efforts*. She has also published other journal articles and a sole-authored monograph “At the President’s Pleasure: FDR’s Leadership of Wartime Sino-US Relations”.

Sally is an active member of the Anglican Church in Melbourne, is a General Synod representative, a member of Archbishop-in-Council, the Social Responsibilities Committee and its Disability Inclusion Steering Group and has twice represented the Australian Church at the Council of the Church of East Asia Full Assembly.

## Desiree Cai

**National President**

**National Union of Students**

Desiree Cai is the National Union of Students National President for 2019. She studies a Bachelor of Arts, majoring in politics and international studies, and criminology at the University of Melbourne. In 2018 she represented students on campus as the President of the University of Melbourne Student Union. This year Desiree is focused on ensuring the voice of students and young people are heard, both within universities and in wider politics.



## Jolene Chua

**Acting Director**

**Temporary Visas, Students WA for the Department of Home Affairs**

Jolene Chua is based in the WA state office of the Department of Home Affairs. Jolene is responsible for leading the Temporary Student Visas programme here in WA. Jolene has a BCom in Business law and Management, and an MBA from the University of WA.



Jolene joined the Department of Home Affairs in 2007, as part of the graduate programme and have since held various roles in the Department and managed numerous visa programs including, Partners, Family and Settlement and Multicultural Affairs.

## Anton Grace

**Asia Pacific Editor**

**The PIE News**

Anton is an award-winning international education journalist based in Australia. After graduating from The University of Queensland with a Bachelor of Journalism, he entered the international education sector in 2011, working in communications and marketing. His experience includes working in an education institution and a professional development organisation where he authored several reports on education agents’ perspectives.



Since transitioning back into journalism, Anton has become the Asia Pacific Editor for The PIE News, a global international education media and events company. His work takes him throughout the region to cover news such as sector changes and government policy. Career highlights include interviewing musician Clarence Reid and New Zealand immigration minister Iain Lees-Galloway, as well as reporting on previously unreleased Australian student visa data.

He received the IEAA Excellence Award for Professional Commentary in 2018 at the Australian International Education Conference, and the Universities Australia Higher Education Journalist of the Year in 2019 at the National Press Club of Australia.

## Don Doughty

**National VET/TAFE Officer  
Council of International Students Australia (CISA)**



Don Doughty started his leadership journey as a student volunteer at Melbourne Polytechnic in 2017 during his first year in Australia. While balancing work in his education expedition in Australia, he was actively involved in assisting with student engagement and organising student events for the institute.

In 2018, Don was elected as the President of Melbourne Polytechnic International Student Association. That same year, he was elected as the National VET & TAFE officer for the Council of International Students Australia. Through his representation, he has developed and collaborated various initiatives and projects to foster improvements on the welfare and wellbeing of students, and empowering student leaders.

During his student leadership journey, Don represented the Council in the Ministerial Roundtable for Victoria. In the same tenure, he was nominated to be on the board of the Higher Education Advisory Committee as student leader representative for Melbourne Polytechnic and represented the Council in the Review of Higher Education Provider Category Standard lead by Emeritus Professor Peter Coldrake. He believes that with support and collaboration, the international education sector of Australia can acquire innovation and transformation by improving on the sustainability aspects of international education and be a leading country in the industry.

## Kim Ellwood

**Executive Director**



Office of Multicultural Interests, Department of Local Government, Sport and Cultural Industries.

For over 20 years, Kim has worked in and with the community sector through not for profit organisations, local and State government. She has spent time studying overseas as an international student and now with two post graduate degrees in Management, she has used her passion and background in the sporting sector to contribute to community development outcomes, with particular focus on multicultural communities. Kim joined the Office of Multicultural Interests in 2017 as Executive Director with the intention to further strength community relationships and build awareness of the immense potential of Western Australia's many diverse communities. Kim has also been a board member of Gymnastics WA and Volleyball WA and is a current board member of the Western Australian Institute of Sport and received an Australian Sports Medal for her service to Sport in Australia.

## Julia Ewert

**Keynote Speaker, Trainer, Coach  
JuliaEwert.com - Bold Conversations**



MBA-degree qualified and with over 500 hours of presentations under her belt, Julia has a knack for presenting and facilitating with an engaging, unique, fun and memorable flair.

Prior to becoming a keynote speaker, trainer and coach, she worked successfully in sales, management, corporate training and development and operations, across industries such as Consumer Goods, Telecommunications, Property Development, Property Investment and e- Commerce.



Her passion is people and business and is inquisitive by nature, which means that she loves to learn about others.

Julia has become famous for her trademarked “Bold Conversations”, which she has developed to help people speak up about important matters.

Often described as a “breath of fresh air” due to her genuine nature and approach to simple and complex situations, Julia speaks from experience, with vulnerability, humility and humour.

She can truly connect with audiences and has been told over and over again how strongly her messages resonate with people.

After hearing Julia speak or attending her training, people are motivated to take the action required to excel in their business, professional and personal lives.

## Chelsea Francis

**Campaign Director**

**Amnesty International UWA**

Chelsea Francis is an advocate of the issues of educational inequity, human rights violations, and the attainment of social egalitarianism. Chelsea is a Fogarty Foundation Scholar who has completed a degree in Economics under the Juris Doctor (JD) pathway at the University of Western Australia (UWA). She intends to pursue a career in civil litigation and specialise in international law and public policy.



Having been on the Amnesty International and branch committee for over three years, Chelsea has served as the 2017-2018 President of the UWA branch and remains on the executive as the IPP and Campaign Director. She has furthered her involvement in the human rights sector by interning for South32 and has since been inspired to further her work within the refugee affairs sector after spending this summer (2018-19) working at a refugee camp in Serbia. Additionally, she has been involved in the committee of the Blackstone Society and has since interned at a state law chambers. Chelsea's passion for youth empowerment led her to consecutively serve as a member for the Youth Parliament of Western Australia. Similarly, she has served as the Secretary of the Fogarty Scholars' Association (FSA), convened the 2016 'Fogarty Futures Leadership Conference', and undertook the role of Vice-President of the FSA in 2017.

She is currently employed as an academic tutor at Teach Learn Grow (TLG), having formerly been the Executive Sponsorship Officer of the organisation. In 2018, she was also employed as a Campus Brand Ambassador for Teach For Australia. Chelsea now serves on the Editorial Board of the Perth International Law Journal.

## Brett Galt-Smith

**Director of Policy and Legislation**

**Department of Education**

Brett Galt-Smith is Director of Policy and Legislation for Education Services for Overseas Students in the Quality Frameworks Branch of International Group in the Department of Education. He has worked in international education since early 2017. Brett's team has policy responsibility for the ESOS Act, the National Code for Providers of Education to International Students, the ELICOS Standards and the Foundation Standards. A particular focus of Brett's team is policy on education agents and recent developments in moves toward publication of data on education agent outcomes. His team previously had carriage of the department's participating in the Migrant Workers' taskforce which examined the workplace exploitation of overseas students. Brett has been in the Australian public service since 2003 working in policy, program and stakeholder management roles. He has extensive experience in international relations policy and quality and regulation of international education; child care compliance; and Aboriginal and Torres Strait Islander issues.





## Bronwyn Gilson

**President**

**ISANA**

Bronwyn is the current President of ISANA an organisation that for the last 30 years has supported members who work directly with international students to ensure they receive professional development and training, networking opportunities and industry news and updates. Bronwyn's day job is at the University of New England, NSW and for the last 12 years she has been the Manager of International Services & Compliance.



## David Harvey

**Principal Lawyer, Migration Agent**

**David Harvey Law**

David Harvey has been voted among the Best Lawyers in Australia for 2018 and 2019.

David and his team are leading providers of advice and advocacy in migration law and other areas of human rights law. His firm advocates for clients from a diverse range of ethnic and cultural backgrounds, and takes a special interest in the more difficult issues arising under the Migration Act.

David has significant experience in advocating in both Federal and Victorian jurisdictions, including the AAT, the Federal Magistrates Court and the Victorian Magistrates Court.

David also, has a keen interest in workplace rights law. His session at this year's conference will look in particular, at the extent to which workplace rights are sufficient to protect vulnerable members of the Australian community, especially temporary visa holders such as international students.



## Monisha Heeramun

**North Metropolitan TAFE International Student**

**Advanced Diploma of Interior Design & Diploma of Building Design**

Monisha commenced her studies with North Metropolitan TAFE in Mauritius studying Interior Design through Charles Telfair Campus. This then brought her to Perth to finish the Advanced Diploma. With a passion for design, it was a natural progression to building design so when she graduates at the end of this year she has the necessary combination of technical mastery and design flair. Monisha's passion for living in Perth (the summer weather/ outdoor living/ nightlight/ food/ beaches & natural beauty) has made her TAFEWA's number one Student Volunteer. It is through this continual engagement with the international student community that make Monisha value her opportunity to study in Australia.



## Gerard Holland

**Chief Executive Officer**

**Outcome.Life**

Gerard is a chartered accountant and has been a business advisor with a demonstrated history of working in the middle market and startup sectors over a decade. Gerard has also completed his Masters in Entrepreneurship & Innovation which inspired him to quit his comfortable corporate job to become an entrepreneur.

Gerard founded Outcome.life in 2016 to solve the problem of employability for international students and also through other founded businesses, GADA technology, Pleased.Property and PCSS Gerard has employed over 30 internationals living in Australia.

Outcome.Life has received funding from LaunchVic, was a winner at the 2018 TechDiversity awards and equal second in the 2018 StartUpSmart Awards.





## Hon. Phil Honeywood

**Chief Executive Officer**

**International Education Association of Australia (IEAA)**

Honourable Phil Honeywood is CEO of the International Education Association of Australia (IEAA).

He was a Member of the Victorian State Parliament, Australia, for 18 years (1988–2006). During this period Phil served as the Victorian Minister for Tertiary Education, Training and Multicultural Affairs and was Deputy Leader of the Opposition 2002–2006.

Since 2006, Phil was Marketing Director and CEO at Stott's Business College and Cambridge International College, Melbourne. He also served on the Governing Council of Swinburne University of Technology.

Phil is Convener of the National Council for International Education and a member of the Higher Education Standards Panel, New Colombo Plan Steering Committee and the Education Visa Consultative Committee.



## Sophie Horgan

**Director of the Policy and Collaboration Team in the International Group**

**Australian Government Department of Education**

Sophie Horgan is the Director of the Policy and Collaboration team in the International Group of the Australian Government Department of Education. Sophie has extensive experience in delivering Australian Government international education policy and has recently held roles focusing on education engagement in Southeast Asia and multilateral fora. In 2016-17 Sophie was the interim Counsellor (Education and Science) at the Australian Embassy in Jakarta, Indonesia and in 2014, Sophie worked in the Lao Ministry of Education and Sports as a technical adviser to support an education ministers' meeting of the East Asia Summit.

In 2015, Sophie graduated with a Master of Public Policy from the Australian National University.



## Ahmed Ademoglu

**Chair**

**Board of International Students WA**

Ahmed is an international student from Turkey studying Nursing at Curtin University. He came to Australia in 2011 with very little English. After studying English for one year, he attended Curtin College and completed his Foundation Course. During his study, he became a student leader in the college. His leadership skills and passion were noticed by the College Staff and they offered him an Internship in student services. After completion of his internship, he was offered a part-time job in Curtin College.

Then, Ahmed was elected unanimously as the President of International Students Committee in Curtin University in 2016. He represented international students in various board and committee meetings in Curtin University. In 2017, when representing the Curtin University in CISA Conference, Ahmed was elected as the National Vice-President of CISA (Council of International Students Australia). He has travelled to several states, attended and spoken at various conferences and meetings. He had the opportunity to sit in the Council for International Education with six federal ministers and CEOs of peak bodies and leaders of the sector. He was the Conference Convenor for CISA 2018 Conference and the project leader for CISA Business Sustainability Project. After, successful completion of the projects and end of his term, Ahmed helps as Advisor to the new CISA Team. He advocates for all international students in Australia. He has a passion to help people. Hencewhy, after his degree, he is planning to study Medicine as masters and become a specialist.



Ahmed is the Chair of the Board of International Students Western Australia, and was appointed to the StudyPerth Board a co-opted Board Member in June 2019.

## Kasun Kalhara

**National Welfare Officer**

**Council of International Students Australia**

Kasun Kalhara is an undergraduate studying Bachelor of Engineering (Honours). He is majoring in Aerospace Engineering and minoring in Robotics, Mechanical, Software, and Electrical Engineering. Kasun is an educator, a student advocate, and a motivational speaker. He works in various positions in different local, national and international organisations in Australia. He is the National Welfare Officer of the Council of International Students Australia and he sits in the University Academic Board and Queensland International Student Advisory Panel. Kasun has been experienced in advisory, policy-making and administrative levels across different governance schemes. He volunteers as a social worker and his personal attitude puts a premium on multiculturalism and offers equal opportunities to upgrade all students' life-profiles. As a student leader, he prioritises academic excellence, career success, welfare development, health and well-being of students. Kasun believes altruism is always the first while egoism comes the last. He identifies himself as a 'Life Engineer'.



## Professor Lyn Karstadt EdD MA BA RGN

**Deputy Vice Chancellor International**

With more than two decades of experience in higher education leadership roles in Australia and the UK, Professor Karstadt has the strong international profile needed to advance Murdoch University's presence in the region. She was Executive Dean of the Faculty of Health, Engineering and Sciences at the University of Southern Queensland, a role she held for three years.



Prior to coming to Australia, Professor Karstadt worked for 20 years at the University of Hertfordshire. Over her tenure, she rose through the ranks to become Operational Dean, Faculty of Health & Human Sciences, and later, Associate Director – International Health Developments. It was in her most recent roles where she developed significant networks and experience in international markets, including India and Southeast Asia.

As Deputy Vice Chancellor International, Professor Karstadt leads the University's internationalisation focus, including transitional education programs in Singapore and Dubai and the development of strategic global partners to expand the international reach of the university.

## Ayub Alam Khan

**National Post Graduate Officer**

**Council of International Students Australia (CISA)**

Ayub Alam Khan is from Pakistan, after graduating from NED University in Pakistan with a degree in Telecommunications Engineering he realized the future of work will be in the techno-commercial world so he moved to Australia for his higher degree. Ayub is doing a Masters of Information Technology from Charles Sturt University Port Macquarie NSW, Australia. Ayub is the National Post Graduate Officer of CISA. Ayub found studying and living in a regional area was quite difficult to follow your passion but having support from his University and friends made it easier and has provided so many unexpected opportunities. Ayub has learnt a lot as the officer of the Council of International Students Australia (CISA), and is very proud to be elected President of the Charles Sturt International Student Association and to be able to share his passion for Charles Sturt as a Student Ambassador and the Port International student Club Adviser.





## Arslan Kiyani

**National Education Officer**

**Council of International Students Australia (CISA)**



Arslan Kiyani is an International Student from Pakistan. He is pursuing Doctor of Philosophy (Ph.D.) in Electronics Engineering and a recipient of International Macquarie University Research Excellence Scholarship (iMQRES) at Macquarie University, Sydney. Arslan is extremely passionate about leadership & quality of education and is enthusiastically involved International Students communities in different roles. He has been a representative, advocate and, voice of the International Students in Australia for the last three years. He is serving his second term as the CISA National Education Officer and contributed significantly towards the welfare and well-being of the International Students overall. His recent achievement is appointment as the Chair of NSW State Committee. During his tenure so far, he has represented CISA on various prestigious boards and panels including StudyNSW International Education Advisory Board (IEAB) and NSW International Students Awards to name a few. He has also worked with The City of Sydney as an International Student Leader and Ambassador (ISLA) in partnership with The City of Sydney to help International Students meet new friends, get to know more about Sydney and build leadership skills of youth leaders in the communities.

Arslan has been considered as an inspirational role model, through his various roles with a broad range of achievements not only on the individual level but also the institutional level, wider community level, and international level as well. He is really looking forward to making use of his diverse experience towards effectively advocating for the rights and needs of International Students in Australia.

## Craig Knox Lyttle

**Principal**

**Nous Group Perth**



Craig is a principal in Nous' Perth office who has led strategy and large-scale transformation initiatives in universities, government agencies and the private sector. Craig's work with universities includes international growth strategy, education strategy and transformation, professional services redesign and university merger assessment.

Craig understands the needs of organisations facing discontinuous change and how to build a consensus for bold action across diverse teams. He focuses on helping highly regulated organisations transform their operating models to lift performance. He has 25 years of multi-sector and global strategy and transformation experience both as a consultant and as an industry executive.

## Julia Lambo

**Head of Corporate Communications**

**Navitas Ltd**



Julia Lambo has recently been appointed Head of Corporate Communications at Navitas Ltd, having previously driven improvements in the company's internal communications approach. Her current role involves leading a small team to protect and enhance the reputation of Navitas as one of the world's leading education providers.

Julia started her career in London at Bell Pottinger Communications and enjoyed various consultancy roles in public relations, market research and public affairs before moving 'in house' at Cable & Wireless where she headed up communications for its international division.

Before joining Navitas, and following the birth of her third child, Julia started The Little Feast Company in Perth,

Australia. The Little Feast Company made and distributed healthy, handmade meals aimed at young families to over thirty supermarkets and directly to customers, in Western Australia.

## Jane Li

**Country Director Australasia  
IDP**



Jane Li's involvement in International Education started back in 2001 when she was an international student. Completing a Masters degree from the University of Wollongong, She began her career in the education industry in 2002 as a marketing and recruitment specialist promoting Australian education. This provided her the opportunity to travel extensively to Asian and Subcontinent countries to pursue her passion for helping international students realise their dream of studying in Australia.

Jane joined IDP in 2008 and is currently responsible for all areas of IDP's onshore international student support and IELTS testing services. Jane and her dedicated onshore team are committed to providing international students the highest standard of service to support them through their journey in Australia.

## Belle Lim

**National Women's Officer  
Council of International Students Australia (CISA)**



Belle serves as the National Women's Officer at the Council of International Students Australia (CISA) on the 2018/19 executive committee. She represents female international students studying in the tertiary sector in conferences, roundtable discussions, expert advisory groups and in the media. With a vision to empower female international students and advance gender equity in the space of international education, Belle has designed and delivered several initiatives including CISA Tea Talk and the upcoming Future Female conference. Her current projects also include ChangemakHER – a network of emerging female leaders that lead with a social cause. All passionate women self-identified as females are welcome to join the network and attend the session Unshackling Changemak(HER)s.

Belle has obtained her degree in Pharmaceutical Sciences and honours as the recipient of Faculty Gold Medal and International Merit Scholarship at Monash University in 2017. She is currently studying her PhD in cancer research, focusing on genetic predisposition of breast cancer.

## Anthony McClaran

**Chief Executive Officer  
TEQSA**



Before joining TEQSA as CEO in October 2015, Anthony McClaran was the Chief Executive of the UK's Quality Assurance Agency for Higher Education (QAA) for six years (2009-2015) and prior to that the Chief Executive of the UK's national agencies for higher education admissions, the Universities and Colleges Admissions Service (UCAS) and the Graduate Teacher Training Registry (GTTR) between 2003 and 2009.

Anthony has held several leadership positions in the higher education sector, including roles in the University of Warwick and the University of Hull. He was previously a member of the boards of the European Association for Quality Assurance in Higher Education (ENQA) and the International Network of Quality Assurance Agencies in Higher Education (INQA/AHE).



Anthony is a member of the Board and the Advisory Council of the US Council for HE Accreditation (CHEA) International Quality Group. He is a member of the Audit Committee of the Australian Accounting Standards Board (AASB) and the Auditing and Assurance Standards Board (AUASB). In 2018 he served as a member of the National Review of Teacher Registration Expert Panel.

Anthony held a number of governance appointments in the UK before moving to Australia in 2015 to take up his current position. He was Chair of Council and Pro-Chancellor of the University of Gloucestershire from 2007-2009, Deputy Chair of Governors at the John Lyon School and Chair of Governors at All Saints' Academy

## Vipan Mahajan

**Director**

**Tuition Protection Service (TPS)**

Mr Mahajan has been the Director of the Tuition Protection Service (TPS) since the TPS commenced on 1 July 2012. Prior to taking up this appointment, Vipan was General Manager of the South and South East Asia and Scholarships Branch in the International Group of the Department of Education. Prior to that Vipan held senior executive positions with the Department of Defence and with Medicare Australia.



## Klara Major

**Stakeholder Engagement Officer**

**The Commonwealth Ombudsman**

Klara Major is the Stakeholder Engagement Officer for the Commonwealth Ombudsman's Overseas Students Ombudsman function.



The Commonwealth Ombudsman:

- can investigate complaints about problems that intending, current or former overseas students have with private schools, colleges and universities (education providers) in Australia
- provides information about best practice complaints handling to help private education providers manage internal complaints effectively
- publishes reports on problems and broader issues in international education that we identify through investigations.

The Ombudsman's Office has investigated more than 1,000 complaints from international students, giving them a unique insight into the problems that international students can face, and what can be done about them.

## Manfred Mletsin

**National Undergraduate Officer**

**Council of International Students Australia (CISA)**

Manfred Mletsin is the current Undergraduate and Public Relations Officer for the Council of International Students Australia. He has a passion for education and has been dynamically involved with the international education community for the past three years. Manfred knows how important it is for students to take care of their mental health and well-being and he wants to help students with the issues they are facing.



After finishing high school in Estonia, Manfred came to Australia to broaden his experience. After some time travelling in Australia, South East Asia and Europe, Manfred decided to return to Australia to study. He has been in Australia for

five years now, three years as a student based in Darwin, Northern Territory. This has offered Manfred the opportunity to meet and network with other students locally and around the world, where he has discovered diverse cultures in a positive, supportive environment.

## Rakhi Mukherjee

**Treasurer**

**Council of International Students Australia (CISA)**

Rakhi Mukherjee, the current treasurer of the Council of International Students Australia (CISA), is a visionary and economist who has worked with the likes of NITI Aayog, the planning commission of the central government of India. She believes in the positive outcome of international education for the Australian economy. Rakhi currently holds her bachelor's degree in mathematics and a master's degree in International and Development Economics from The Australian National University. She has also managed a multi-million family business and leads the philanthropy division as part of the CSR of the company. Rakhi is a true believer of multiculturalism and a prodigy of the great capital of the world's biggest democracy.



## Tomas O'Brien

**Senior Adviser, Higher Education, and Employability**

**Austrade**

Tomas O'Brien is Austrade's Senior Adviser, Higher Education, and Employability. For the past eight years, Tomas has worked in Australian Government policy and program roles with a focus on international education. He has designed and implemented international student internship programs at the Australian Government Department of Education and Austrade. Before joining the Australian Public Service, Tomas worked as an adult educator, delivering training programs across youth, community services, and corporate settings. He holds a Bachelor of Adult Education (Honours) from the University of Technology, Sydney and in 2019, will complete a Masters of Comparative and International Education at the University of Sydney.



## Tom O'Shea

**Executive Director**

**Strategic Engagement and Stakeholder Relations, Fair Work Ombudsman**

Tom O'Shea is the Executive Director of Strategic Engagement & Stakeholder Relations at the Fair Work Ombudsman, Australia's workplace relations regulator.

As head of Strategic Engagement, Tom's role is to ensure the Agency is at the cutting edge of contemporary Australian and global regulatory theory, dispute resolution practice and policy development.

Tom currently sits on the Fair Work Ombudsman's Executive Board and, over recent years, has held senior roles with responsibility for leading strategic policy, communications, media and engagement functions within the workplace relations portfolio.

In his current role, Tom is leading the Fair Work Ombudsman to develop new and innovative engagement techniques to address the critical issues affecting migrant workers, their communities and the various impacts on the Australian community and economy. Tom also has overall responsibility for the Fair Work Ombudsman's interactions with Small Business.

Tom oversees the FWO's community engagement priorities, which include engagement with vulnerable groups and working in communities, such as Chinese and Korean communities, and with international students and other visa holders.





These responsibilities are fundamental to achieving the agency's goal of "supporting compliant, productive and inclusive Australian workplaces".

## Anna Dhanna Ocampo

### Study NT Student Ambassador

I am Dhanna, an international student from the Philippines. Currently thriving in my last year as a Master of Public Policy student at Charles Darwin University. In addition to that, I am affiliated to several organisations. I am part of Study NT as one of their student ambassadors for the second time, I am the incumbent Postgraduate Officer of Charles Darwin University Student Association, I am the State Coordinator (Mid-West) of Council of International Students Australia and the Executive Assistant to the CISA's outgoing Postgraduate Officer. I have been experiencing the wonderful outback lifestyle in Darwin, Northern Territory for almost two years now. The Top End showcases most of its boundless possibilities during the dry season, and I have been fortunate enough to have experienced them first hand. By volunteering to the Arafura Games 2019, Territory Taste Festival 2019 and Harmony Day Soiree 2019 showcase where Study Northern Territory Team along with its ambassadors annually participates. Northern Territory is a place like no other in Australia; it's a balance of natural tranquillity and urban development. More so, as my course requires I conducted few researches about the Education Industry in Australia, International Education Industry in Australia and Indigenous Health.



## Robert Parsonson

### Executive Officer

### ISEAA

Robert Parsonson (Executive Officer, ISEAA) has 28 years in education and education export services, working within Australia and internationally. He is an expert on the development and execution of international student marketing strategies and offshore market entry. With experience in ELICOS, VET and higher education institutions, Rob's ability to take novice businesses on their first foray into international markets and guide their journey to build sustainable long-term international student businesses is widely recognised.



Rob's previous clients include StudyNSW, helping develop the IET Strategy for StudyNT, an education agency strategy for Study Queensland, and a VET study with education agents for the IEO of the SA Government.

In 2017 (in Melbourne) Rob facilitated the first education agent symposium in Australia – The Symposium on Leading Education Recruitment (sympled.com.au) - that was repeated in Brisbane in 2018. The symposium encouraged the formation of the International Student Education Agents Association (ISEAA) in 2018. The International Student Education Agents Association (ISEAA) was started to provide a peak body for education agents to advocate to government, peak bodies, providers and change some of the perceptions around the role education agents. Since the formation of ISEAA, education agents have given evidence to the Migration Committee in Canberra, and are actively engaging with DoE, DHA, Austrade, the office of the Overseas Students Ombudsman, and other international education peak bodies.



## Phil Payne

**Executive Director  
StudyPerth**

Phil leads a team which, in collaboration with government, educational institutions and other stakeholders, provides a leadership role in building the profile of international education in Western Australia and overseas.



Prior to joining StudyPerth, Phil was employed by Murdoch University as the Director of External Engagement, where he managed a team of over 50 staff who were responsible for the recruitment and admission of students, both international and domestic.

From 2012 to 2014, Phil was the Vice President of Educational Partnerships at Murdoch University. In this role, he was responsible for transnational partnerships in Singapore, Malaysia and Dubai and the development and management of pathways and partnerships. In 2012, Phil was also appointed as the inaugural Chair of Murdoch Singapore, a subsidiary of Murdoch University and remained a Director of the Board until 2017.

Phil's previous roles at Murdoch University included Pro Vice Chancellor for Health Sciences and the Peel Campus and Chief Executive Officer of the Veterinary Teaching Hospital.

Phil began his career in healthcare, in the UK then Australia, and has managed hospitals and a Medical School.

## Patrick Pheasant

**Chief Executive Officer  
NEAS Australia**

NEAS Australia is a global leader in quality assurance for the English language teaching (ELT) sector. NEAS endorses English language centres in universities, colleges, high schools, independent ELICOS providers and online. As Chief Executive Officer, Patrick Pheasant brings enthusiasm and a healthy pragmatism to audiences he engages with. He has 20 years' experience in applying drama, TESOL and teacher training methodologies across ELICOS, high school, vocational education, higher education and corporate sectors in Japan, the Netherlands, the United States and Australia. Patrick has held senior management positions in international education for 20 years and has extensive experience in change management, including a graduate management qualification from the Australian Graduate School of Management. His recent PhD research at the University of Sydney is in using process drama in TESOL. Patrick is a past Vice-President of the University English Centres of Australia (UECA) and past Convenor of the NEAS Advisory Council.



## Benjamin Poveda-Alfonso

**National Secretary  
Council of International Students Australia (CISA)**

Benjamin is passionate about connecting cultures and helping people transform their lives through learning and student engagement. Originally from Colombia, he firmly believes that education is the most potent weapon for changing the world. This is the reason why Ben has spent the past years working to provide support to those who believe in a multicultural educated society, and now decided to join CISA, to take his ideas to a country-wide level as the National Secretary. Currently, Ben is pursuing his last year of Bachelor of Accounting at Charles Darwin University, where he was elected as the 2019 President of the Students' Association and the Student Representative on the CDU Council. He is also the Student Representative in the Northern Territory International Education and Training Industry Group, and a StudyNT, CPA and CDU Student Ambassador.





In terms of employment, Ben has worked in several organisations mainly focused on the needs of students. Initially working in real estate specialising in student accommodation with providers such as UniLodge, he has since dived into a more prominent role in the education sector with organisations like Navitas where he holds the position of Student Services Manager. Ben believes attitude is more important than intellect. Being a big dreamer and an absolute goals achiever, he says with confidence that “If you are determined to achieve something, no one can stop you”; “Believe, Amazing Things Are Coming!”. Ben is also the winner of the 2018 StudyNT International Student of the Year Award.

## Sharon Roy

Sharon is a driven and dedicated international student from Mumbai, India. She has recently finished a Master of Information and Communications Technology (Advanced) at the Western Sydney University.



Sharon embraced the opportunity to participate in the November 2017 cohort of an award-winning Work Integrated Learning Global Scope program delivered by Practera (an Australian Edu-tech Start up) supported by Study NSW, which engages teams of university students to deliver short-term business projects to a range of clients. Sharon then completed an internship with Practera, which progressed to a part-time Customer Success Specialist role and now transitioned to a full-time Programs Coordinator/ Quality Assurance Engineer role.

A wonderful advocate for studying in New South Wales, Sharon has eagerly shared her story with others including a presentation at the 2018 Council of International Student Australia conference. Sharon has passionately supported ‘The NSW International Student Business Charter’ a StudyNSW initiative, by sharing her story and international student experience. Sharon further shared her success story with the Careers team at WSU been able to share the importance of Work Integrated Learning Programs in the University’s curriculum and is now delivering Global Scope to 500 international and domestic students at Western Sydney University across 2019. In addition to emceeding the 2018 NSW International Students Awards, Sharon was honoured as the ‘Highly Commended Individual for the 2018 Vice Chancellor’s Award in University Engagement and Sustainability’ that recognises student’s contribution in Western Sydney University’s engagement and sustainability, and promotes programs and activities that have a positive impact on the university, community and businesses. In addition, Sharon was also recognised as an Outstanding Mentor for going above and beyond in the Western Sydney University’s MATES mentoring program that aims to support the transition and retention of commencing international students facilitating confidence and skills in adjusting to university life. Sharon also volunteers to train, teach, mentor to foster the spiritual growth of teenager kids within her community that keeps her motivated and driven.

Sharon strongly believes that success is defined by one’s attitude, which is strengthened by the power of listening, speaking, believing and reasoning.

## Bijay Sapkota

**Bijay Sapkota - President, Council of International Students Australia**

Bijay Sapkota is currently pursuing a Bachelors in Global Studies, after finishing his Diploma of Civil Engineering at UTS. A proud Nepalese national, Bijay is serving his second term as the National President of Council of International Students Australia(CISA) - He is also a member of the University of Technology Sydney (UTS) Council. He has been an ambassador and an advocate for international youths for the past 5 years. Bijay was also highly involved in the Nepalese Society, serving as President for the UTS Nepalese Society in 2016, as well as the chairman of Nepal Reports. Through his various roles, he has been considered a role model for Nepalese youth around the world. His positions have often made him a first point of contact for the media concerning stories regarding international students at Australian Education institutions. By virtue of Bijay’s engagement in youth affairs (humanitarian and multicultural) in Nepal and Australia, Bijay was awarded



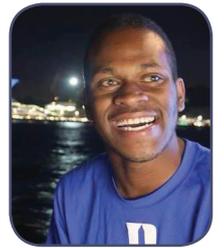
with NSW International Student of the Year 2016 (co-winner). He was also awarded with the Youth Inspiration Award 2017 by Hon. Dr. Ram Baran Yadav, former President of Nepal in the Youth SAARC Regional Conference held in Kathmandu. Bijay aims to create a safe space in the Australian international education sector by advocating for the betterment of international students, he aspires to position international students at the heart of best practices. He aims to utilise this knowledge and experience gained in Australia, and bring it back to Nepal, ultimately positioning Nepal, the birthplace of Lord Buddha, as a multicultural nation, and a catalyst for peace. His life goal is to support individuals who cannot support themselves and create a movement of peace, prosperity and diversity. Hobbies and Interest: Bijay loves playing snooker, travelling, listening to music, playing guitar and hanging out with friends. He is also a big fan of meditation and spirituality.

## Keon Sydney

### National Equity Officer

#### Council of International Students Australia (CISA)

Hello, my name is Keon and I study a bachelor of Paramedics at Flinders University in South Australia. I was born in North Carolina but raised in Washington DC. I came to this wonderful country 5 years ago and fell in love with the vibes and culture of Australia, Australia is a very welcoming country. I have had the honour of serving international students on a campus level at Flinders Uni were one of my biggest projects for the 2017-2018 School year was setting up a weekly market. The university now sees approximately 370 students weekly. The feedback received puts me in tears. This year I have had the honour to serve international students as the National Equity Officer. I have enjoyed every moment of being a student leader. This year I have enjoyed speaking at the Universities Australia conference on international student mental health. I am a very passionate person about student mental health. My time as a student leader I noticed that international students across the country are being denied basic human rights. I was a co-founder of the Flinders University markets, so every Thursday, we see many international students coming to the markets to get cheaper foods and free fresh produce. Everyone no matter your background has a right to live a healthy and poverty free life and together we can make this dream and reality.



So, I encourage you all to go back home and get involved.

I leave you with a quote:

First, they came for the socialists, and I did not speak out—because I was not a socialist.

Then they came for the trade unionists, and I did not speak out— because I was not a trade unionist.

Then they came for the Jews, and I did not speak out—because I was not a Jew.

Then they came for me—and there was no one left to speak for me.

Martin Niemoller

## Ralph Teodoro

### National Vice President

#### Council of International Students Australia (CISA)

Ralph is an award winning ambassador for international education. A creative visionary, with a predilection for engaging in extraordinarily meaningful conversations. He is responsible for convening this year's National Conference, along with managing corporate partnerships, stakeholder engagement, and the development of the Strategic Framework 2022 for the Council. Prior to being elected as the National Vice President, he was an appointed Student Ambassador to the City of Brisbane, Student Success Advisor at the Queensland University of Technology, and was a certified mentor at the QUT International





College. A nursing graduate, Ralph aims to consolidate his grass-roots health work, with his international education experience, to position a career directed towards influencing positive change for youth, leadership, and cross cultural engagement.

He received the CISA Undergraduate International Student of the Year 2018, and was a top 4 finalist for the Outstanding Young Achiever Award of the Queensland Multicultural Awards 2018.

## Mohit Trivedi

**Student Engagement Officer  
Study Gold Coast**

Mohit Trivedi is the Student Engagement Manager at Study Gold Coast. He is an alumnus of Sothern Cross University, having graduated in 2016. He is most passionate about creating positive change in the quality of student life and the overall student experience by way of curating meaningful, holistic and end to end student engagement initiatives. Mo will share the key findings and trends from the Gold Coast Student Hub to highlight the role it plays and how it offers support to students in an unfortunate case of a regulatory closure of an education institution. Having been an international student in Australia, Mo can add value to this conversation from an international student perspective as well as from an industry standpoint.



## Kerry Valentine

**National Student Support Manager  
Torrens University Australia**

Kerry is representing Torrens University Australia (part of Laureate International Universities) as the National Student Support Manager. In this role, Kerry supports Torrens and Think Education students across Australia and New Zealand through her work in the areas of Disability and Indigenous support, Counselling, Student Safety, and Diversity. She commenced her career teaching Secondary English and French in both Canada and Hong Kong before taking on English language program management. After many years in Hong Kong, Kerry and her family moved to Perth where she started work as Dean of the University of Western Australia Foundation Program for Study Group and subsequently management roles in International and Student Experience at Curtin University. Kerry has been with Laureate since her relocation to Sydney in early 2018.



## Professor Sally Varnham

**Professor of Law  
University of Technology Sydney**

Sally Varnham is Professor of Law, University of Technology Sydney. Sally is a New Zealander and has an LLB and LLM from VUW and a PhD from the University of New South Wales.

Since moving to UTS in 2007, Sally has served as a Student Ombud, Chair of Academic Board (2010-2014), and an elected member of the University Council (2015-2018).

Sally researches law and policy in education and is widely published in Australia and abroad. She is co-editor of "Higher Education and the Law" (Federation, 2015), co-author of "Law for Educators: School and University Law in Australia" (LexisNexis, 2007) and has chapters in several US, UK and Australian books.

Sally is deeply committed to the centrality of effective authentic engagement of student voice in all matters from learning and teaching to university governance. In 2015 she was awarded an OLT Strategically Commissioned Priority



grant for a project: Student Engagement in University Decision-Making and Governance: towards a more systemically inclusive student voice. She is currently a National Senior Teaching Fellow and her Fellowship is entitled: Creating a National Framework for Student Partnership in University Decision-Making and Governance. In 2017 she undertook a national sector-wide collaboration which resulted in Students and Tertiary Education Providers Undertaking Partnership (STEPUP for quality enhancement). This led to the establishment of the Student Voice Australia Pilot Project which has ten participant institutions.

## Dr John Wellard

**BSc (Latrobe), Grad Dip Sci (ANU), PhD (ANU)**

Dr John Wellard is Policy Director International at Universities Australia, where he has responsibility for developing and coordinating policy and services in support of the Australian university sector's international engagement activities. Prior to this John was the Counsellor for the Australian National University at the Embassy of Australian Washington D.C. where he was responsible for fostering new opportunities and supporting existing relationships between the ANU, North American universities and other institutions, policy makers and opinion leaders. John has held senior administrative positions within the University sector and has served time as a policy advisor in the Australian Government and held academic positions in Australia, the United Kingdom and Germany.



## Kylie Wilkie

**Lawyer and Author**

Kylie is an eternal optimist, but is constantly reminded that life doesn't follow a plan. A lawyer by training, Kylie has worked both in the corporate and pro-bono space, and volunteers as the Board Chair of a women and children's domestic violence refuge. Constantly striving to create harmony and cohesion while being an ambitious working parent, and having experienced a redundancy while on maternity leave and the death of her husband when she was 30 years old, Kylie relates on a personal level.



Through the power of storytelling, Kylie aims to inspire and facilitate communication by talking openly about these matters, that affect us all. Her insightful and humorous anecdotes are drawn from the classroom, boardroom, bathroom (because there's no privacy when you have a two year old!), hospital, mud floors in Africa, dingy bars in London - and on top of a bar on Sir Richard Branson's Necker Island!

Sometimes all you need is a fresh perspective, which Kylie delivers in spades.

Kylie's first book, Memories are Forever, will be published in late 2019.

## Troy Williams

**Chief Executive**

**Independent Tertiary Education Council Australia**

The Independent Tertiary Education Council Australia (ITECA) is the peak body representing independent providers in the higher education, vocational education and training sector. Appointed to the role in late 2018, Troy has worked with the ITECA Board, members and stakeholders across government to strengthen the organisation's capability to support its members and represent the entire independent tertiary education system. This included the transition from the Australian Council for Private Education and Training (ACPET) to ITECA, reflecting a stronger focus on industry leadership, policy advocacy and member engagement.





An established leader of industry associations across professional bodies and industry associations, he's held senior roles with the Australian Dental Industry Association (ADIA), the Fire Protection Association Australia (FPA Australia) and the Australian Institute of Building (AIB). He was made an AIB Life Fellow in recognition of exemplary services as Chief Executive.

Troy currently serves on the General Council of the Australian Chamber of Commerce and Industry (ACCI), and as an industry appointee to a number of Australian Government committees. He has served as a Director of the former Property Services ITAB and the Property Services GTO. He's a fellow of the Australian Institute of Managers and Leaders, and a member of the Australian Institute of Company Directors.

Troy is an experienced policy advocate with an established network of contacts across the political spectrum, and he has a highly nuanced approach to evidence-based policy development. Troy has a long career with membership-based organisations, where he has emphasised member engagement and collaborative partnerships.

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- Dominic  
(The Boulevard, Perth)



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*When you study with us, you will become part of a community: a community of students looking to learn about themselves, their careers and how to achieve their goals.*

Torrens University Australia strives through the application of its Success Coaching Program, combined with small class sizes and accessibility to staff, to help students not just to pass subjects and get a degree but to do well and to be employable.



## Small class sizes

As a Torrens University student, you'll benefit from small classroom sizes that allow teachers to give you individual attention – a great benefit for those times when you need a little extra support. Our campuses are sized to maintain a supportive community whatever and wherever you choose to study. We don't have large, impersonal lecture theatres and all our teachers are accessible to students. Your future is our passion, so we're set up to see you thrive.

## Success coaching

From day one, you'll work in partnership with a personal success coach. This partnership will help you to stay motivated and focused to achieve your personal, academic and career goals.

Your success coach will offer you inside knowledge on working in the industry that you're aiming to join, in-depth understanding of the courses you're enrolled in, and expert insights into the employability and career management skills you need to succeed. Through workshops, one-on-one sessions, class drop-ins and campus events, success coaching will support you across:

- Study goals
- Inspiration and motivation
- Career aspirations
- Course and subject choices

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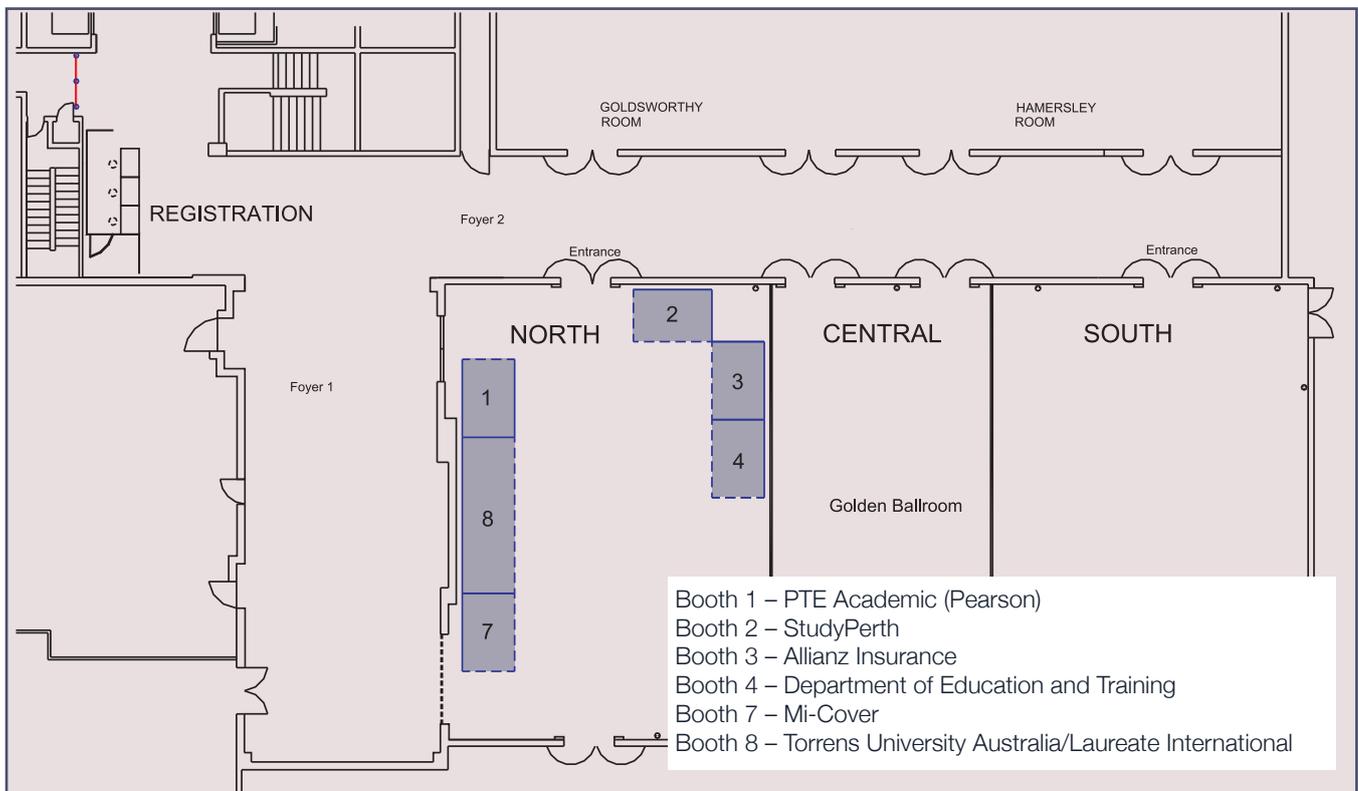
# Conference Information

## Conference Venue

Pan Pacific Hotel Perth  
207 Adelaide Tce  
Perth WA 6000

Pan Pacific Hotel is conveniently situated just a short walk from some of Perth city’s major landmarks such as the Swan River, Kings Park and the best of Western Australia’s retail, dining and entertainment are all within easy reach for your convenience.

## Venue Map



## Wi-Fi Information

**Network:** meet@panpacific  
**Password:** CISA 19

## Parking Information

The hotel’s parking entrance is adjacent to the Pan Pacific on Hill Street and costs \$18 per day. Alternatively, valet parking is available at \$48 per day. Please contact the Pan Pacific to arrange valet parking.

## Registration Desk

The registration desk will be in the foyer of the Conference Level at Pan Pacific Hotel and will be open from 8:30am - 3pm on Monday 15th July and Tuesday 16th July and open from 8.30am from Thursday 18th July to Friday 19th July.



## Name Badges

Name badges and delegate bags will be provided at the Registration Desk. Admission to all sessions, morning and afternoon teas, lunches and welcome function is by name badge only. The Conference Dinner is a ticketed function.

## Mobile Phones

Delegates are advised that all phones must be off or on silent mode during sessions.

## Speaker Presentations

Speakers are asked to upload their presentations in the relevant room in which they are presenting during the breaks.

There will be a volunteer in each breakout room and in the main plenary room that will be able to assist speakers with uploading presentations.

It is important that presenters bring their presentation on a USB.

## Social Functions

### Welcome Reception

**When:** Monday, 15th July

**Time:** 5:30pm-7:30pm

**Where:** Frasers Restaurant, Kings Park

**Cost:** Included in Full Conference Registrations, Additional Tickets \$65pp

The Welcome Function will be held at Frasers Restaurant in Kings Park on Monday 15 July 2019 from 5.00-7.30pm

Welcome Reception tickets are included at no cost with full conference registrations.

A bus transfer from the Welcome Reception at Frasers Kings Park will be available to all delegates staying at the Pan Pacific Hotel.

The bus will depart Frasers at 8.00pm at the conclusion of the Welcome Reception to drop hotel guests at the Pan Pacific Hotel.

Delegates requiring the bus transfer are asked to be ready to depart by 9.55pm.

Free parking will also be available at the back of the venue for delegates driving to the dinner.

### Perth Mint Tour

**When:** Tuesday 16th July

**Time:** 5.30pm - 7.30pm

**Where:** Perth Mint, 310 Hay St, Perth WA 6004

**Cost:** \$5pp

This tour gives insight in WA's gold mining industry and will show attendees a live gold pouring. Perth Mint tour tickets are an additional cost of \$5 for all delegates

### Fremantle River Cruise

**When:** Wednesday 17th July

**Time:** 5pm

**Where:** Ship leave from Barrack St Jetty

**Cost:** \$5pp



This tour will bring attendees down the Swan River to Fremantle and back to Perth aboard a luxury ship on Wednesday 17th July. The River Cruise tour is 4 hours long in total with 3 hours aboard the ship and 1 hour of free time in Historic Fremantle. Fremantle River Cruise tickets are an additional cost of \$5 for all delegates

## StudyPerth Scavenger Hunt

**When:** Thursday 18th July

**Time:** 5pm

**Where:** Leaving from Pan Pacific Hotel

**Cost:** \$5pp

StudyPerth have created a scavenger hunt designed to show attendees all of Perth City highlights. This activity leaves from Pan Pacific Hotel at 5pm on Thursday 18th July. StudyPerth Scavenger Hunt tickets are an additional cost of \$5 for all delegates.

## Conference Dinner

**When:** Friday, 19th July

**Time:** 6:00pm-10:00pm

**Where:** Pan Pacific Hotel Perth

**Cost:** Included in Full Conference Registrations, Additional Tickets \$120pp

The Conference Dinner will be held at Pan Pacific Hotel on Friday 19 July 2019 from 6.00-10.00pm

Conference Dinner tickets are included at no cost with full conference registrations. If you have registered for the dinner you will receive a ticket in your name badge. Please ensure you bring this with you on the evening. The theme for the dinner is 'Cultural Diversity' and the dress code is your National Dress or Black Tie.



# Program

## Monday 15<sup>th</sup> July \*Version 20.

8am	CISA AGM – Executive Reports and Constitutional Amendments at BGC Centre, 28 The Esplanade, Perth
3pm	Kings Park Student Activity
5pm	Welcome Reception at Frasers Restaurant, Kings Park Hon. Sue Ellery MLA, Minister for Education Bijay Sapkota - President, Council of International Students Australia
7.30pm	Closing Speech: StudyPerth Executive Phil Payne Bus Pick Up to return to Pan Pacific Hotel

## Tuesday 16<sup>th</sup> July

8.30am	Registration Desk Opens	
9.00am	Official Welcome Study Perth Executive Phil Payne and CISA Executives Bijay Sapkota and Ralph Teodoro	Golden Ballroom Central & South
10.00am	Official Welcome Speech Deputy Chair of Commissioners City of Perth StudyPerth Board Member	Golden Ballroom Central & South
10.30am	Keynote Address Jennifer Mathews A/Deputy Director General Strategy and International Engagement Department of Jobs, Tourism, Science and Innovation	Golden Ballroom Central & South
11.00am	Morning Tea	Golden Ballroom North
11.30am	Torrens University Australia Plenary Session: Kerry Valentine – National Student Support Manager Torrens University Australia- Laureate International Universities	Golden Ballroom Central & South
12.30pm	Lunch	Golden Ballroom North



1.30pm	<p>Plenary Session: Value for Investment - Cocurricular Activities &amp; Entrepreneurship. A broader outlook of Higher Education.</p> <p>The theme of this conversation would be around the rise in costs of tuition fees, does it necessarily reflect the rise in quality of the education/ experience they're investing in? It will also focus on employability onshore and offshore, once international students acquire their Australian International Education - what are the opportunities for them to reap their benefits once they go back home?</p> <p>Are they equivalent to the job prospects here? How do we measure international students are getting the right value for their investment?</p> <p>Panel:</p> <p>John Wellard - Universities Australia</p> <p>Jen Bahen – TAFE Directors Australia</p> <p>Sally Burt – Independent Higher Education Australia (IHEA)</p> <p>Troy Williams – The Independent Tertiary Education Council Australia (ITECA)</p> <p>Chair: Craig Knox Lyttle - Nous Group</p>	Golden Ballroom Central & South
2.30pm	<p>Workplace Exploitation: The Final Resolution.</p> <p>The theme for the conversation would be around the rise in workplace exploitation for international students, especially with jobs that pay in cash, and the extensive duration of work some students do that are against their visa regulations, how do we - as a sector address this issue, how do we collaborate better and spread this information to the grass root level, and also the procedures of FWO, DoHA, upon assisting a student that has been exploited.</p> <p>Panel:</p> <p>Tom O'Shea – Fair Work Ombudsman</p> <p>David Harvey – David Harvey Law</p> <p>Sally Burt – Independent Higher Education Australia (IHEA)</p> <p>Jolene Chua – Department of Home Affairs</p> <p>Chair: Anton Crace – The PIE News</p>	Golden Ballroom Central & South
3:30pm	END	
5.30pm - 7.30pm	Perth Mint Activity	



## Wednesday 17<sup>th</sup> July

8.30am	Registration Desk Opens	
9.00am	CISA Final Public Report 2018-2019 Presentation Bijay Sapkota - CISA President	Golden Ballroom Central & South
10.00am	Graduate Outcomes: WE all matter - International Student outcomes and their role in multiculturalism and diversity of organizations  Panel: Tom O'Brien – Austrade Kim Ellwood – WA Office of Multicultural Interests Malcolm Baigent – Edith Cowan College/Navitas Ltd Chair: Gerard Holland - Outcome.life	Golden Ballroom Central & South
11.00am	Morning Tea	Golden Ballroom North
11.30am	Australia: A Prism of Possibilities. Volunteering Experience with CISA Session	Golden Ballroom Central & South
12.30pm	Lunch	Golden Ballroom North
1.30pm	Plenary Session: Tertiary Education Providers Alumni Strategy: Supporting Future Global Leaders - with themes surrounding Alumni Networks, The Global Vision and providing outgoing students with the right real-world connections.  Panel: Helen Vella Bonavita - Edith Cowan University Kerry Valentine – Torrens University Australia, Laureate International Universities Sally Burt – Independent Higher Education Australia (IHEA) Troy Williams - The Independent Tertiary Education Council Australia (ITECA) Chair: Patrick Pheasant – NEAS Australia	Golden Ballroom Central & South
2.30pm	Break	



	Concurrent Sessions		
	Golden Ballroom Central	Golden Ballroom South	Goldsworthy Room
2.45pm	<p>'Combating Workplace Exploitation for International Students'</p> <p>A review of Australian workplace rights and other human rights laws, and how these impact international students and other temporary residents.</p> <p>David's session will look in particular, at the extent to which workplace rights are sufficient to protect vulnerable members of the Australian community, especially temporary visa holders such as international students. The discussion will also look at the issues surrounding franchising in Australia, and what changes are needed to protect employees from exploitation in this setting. David will also present a review of the new Federal and State anti-slavery legislation, and what effect these may have in the Australian workplace.</p> <p>Chair: David Harvey - David Harvey Law</p>	<p>Not what you expected? Things you can do if studying in Australia isn't working out the way you imagined.</p> <p>Studying in a new country is an adventure, and no-one expects that everything will work out exactly as they imagine. But what if you're struggling, or you realise that your course isn't right for you? What if you feel like your education agent or education provider wasn't honest with you? Can you do anything about it?</p> <p>Klara Major from the Office of the Commonwealth Ombudsman will give an overview of the specific protections for International Students.</p> <p>This information will help you in engage better with international students that may encounter these situations.</p> <p>Klara will also give a masterclass in making a complaint.</p> <p>As international student leaders, this session will have you walking home with a better idea about what to expect from education providers in Australia, and how to complain if you think something isn't right.</p> <p>Chair: Klara Major - Commonwealth Ombudsman</p>	<p>Diversity and Inclusion. The Who, Why, and What of Human Rights: Culture, Gender, Sexuality</p> <p>Diversity matters. As international students, we embody diversity – culture, gender, sexuality and more. Once a thing that is made to divide us, today we see them as a cause worth celebrating – and rightfully so. In this session, we dive deep into the multiculturalism in Australia and globally, on how we can combat racism, sexism and other discriminations. We will also discuss the epidemic violence against women and human rights violations. Join us in celebrating the differences that made us special and learn to be an ally for each other.</p> <p>Speakers: Panel: Kylie Wilkie Chelsea Francis</p> <p>Chair: Belle Lim - Council of International Students Australia (CISA) Keon Sydney - Council of International Students Australia (CISA)</p>
3.45pm	END		
5.00pm	Fremantle River Cruise (meet at Pan Pacific Lobby and walk down together)		



## Thursday 18<sup>th</sup> July

8.30am	Registration Desk Opens	
9.00am	<p>Mental Health Workshop: Conquering the cultural stigma</p> <p>This particular presentation will focus on normalising difficulties with mental health, challenges for international students and how problems can present for students, what to look out for in themselves and others and where to go to get reliable information and initial help. Leonie will discuss suicide with a focus on the importance of seeking help. Staying well and prevention of difficulties will also be a priority.</p> <p>Chair: Leonie Baxter</p>	Golden Ballroom Central & South
10.00am	<p>Time to review the National Strategy for International Education?</p> <p>National Council for International Education: Sector Support to CISA</p> <p>One of the key recommendations of Australia's first ever National Strategy for International Education was the establishment of the world's only National Council for International Education. The Council includes 6 Federal Ministers and 11 Expert Members (including the elected President of CISA) and meets regularly. Established in 2016, one of the key roles of the Council is to ensure effective implementation of the Strategy. After 4 years now of operations, the CISA Conference 2019 provides a good opportunity, through this session, to explore how the Council is functioning, whether it is effectively implementing the National Strategy and even whether it might be time to update and refresh the Strategy?</p> <p>Panellist: The Hon. Phil Honeywood – International Education Association of Australia (IEAA)</p> <p>Sophie Horgan – Department of Education</p> <p>Bijay Sapkota – Council of International Students Australia (CISA)</p> <p>Chair: Professor Lyn Karstadt – Murdoch University</p>	Golden Ballroom Central & South
11.00am	Morning Tea	Golden Ballroom North
11.30am	<p>Plenary Session – National Peak Student Bodies</p> <p>Panel:</p> <p>Desiree Cai – NUS</p> <p>Devendra Singh – CAPA</p> <p>Bijay Sapkota – Council of International Students Australia (CISA)</p> <p>Chair: Benjamin Poveda - Council of International Students Australia (CISA)</p>	Golden Ballroom Central & South
12.30pm	Lunch	Golden Ballroom North
1.30pm	<p>Panel: Student Engagement in Institutional Decision-Making and Governance – International Student Voice</p> <p>Hearing all student voices in decision making and governance in tertiary education: what, why and how?</p> <p>Professor Sally Varnham leads a discussion into more systemic and inclusive representation of all student groups, including international students who make up a hugely significant component of the Australian tertiary education sector.</p>	Golden Ballroom Central & South



	<p>Her research was enabled by funding from the Australian Government through the Office for Learning and Teaching (OLT) and a National Senior Teaching Fellowship. It led to the development of principles known as STEPUP for quality enhancement and the establishment of Student Voice Australia (SVA) (<a href="http://www.studentvoiceaustralia.com">www.studentvoiceaustralia.com</a>). SVA is a pilot project which involves ten institutions, sector agencies and national student bodies, working towards developing and sustaining the authentic engagement of all student voice across the sector.</p> <p>Chair: Prof Sally Varnham</p>		
2.30pm	Break		
	Concurrent Sessions		
	Golden Ballroom Central	Golden Ballroom South	Goldsworthy Room
2.45pm	<p>Working effectively with Education Agents</p> <p>This session will elucidate the surrounding themes around the benefits and drawbacks of a peak body/regulator, the impact it would have on the wider international education sector, and ultimately, the quality and/or quantity of international students coming to Australia. This stemmed from the positive feedback we received on the inaugural session last year when we spoke about dodgy education agents, education agents turned providers, falsification of documents, pre-departure information and value for investment.</p> <p>Brett Galt-Smith – Dept of Education</p> <p>Jane Li – IDP</p> <p>Robert Parsonson - ISEAA</p> <p>Chair: Ralph Teodoro - Council of International Students Australia (CISA)</p>	<p>ISANA International Education Association:</p> <p>a) What can ISANA members do for you and where can you find us?</p> <p>b) Taking a Reduced Study Load – an institutions perspective.</p> <p>Kathryn Williams, WA Branch ISANA (immediate past President)</p> <p>Chair: Bronwyn Gilson, National President ISANA</p>	<p>International Student Wellbeing: A deeper dive into the mental health of international student leaders.</p> <p>This discussion aims to make this session a successful learning experience which would provide broader understanding of the health and wellbeing of international students addressing the following key areas.</p> <p>Mental Health and Wellbeing</p> <ul style="list-style-type: none"> <li>· Mental Fatigue and Stress and its impact on academics and work-life balance</li> <li>· Anxiety and Depression and its impact on one's quality of life</li> <li>· Mental Breakdown, Suicide Ideation, Suicidal Tendencies</li> <li>· The stigma attached to mental health due to ideologies/culture</li> <li>· Mindfulness and Self-care</li> </ul> <p>Social; Cultural; Academic; Professional Wellbeing</p> <ul style="list-style-type: none"> <li>· The transition from overseas to Australia</li> <li>· Social anxiety and homesickness</li> <li>· Integrating into the Australian community and culture</li> <li>· Cross-cultural understanding</li> <li>· Academic Excellence and Career Success</li> <li>· Study-Work-Extracurricular load balance</li> <li>· Employability</li> <li>· English Language Proficiency and Communication</li> <li>· Global Citizenship and Sustainability</li> </ul> <p>Chair: Kasun Kalhara - Council of International Students Australia (CISA)</p>
3.45pm	END		
4.30pm	StudyPerth Scavenger Hunt. Meet at Pan Pacific lobby		



## Friday 19<sup>th</sup> July

8.30am	Registration Desk Opens	
9.00am	<p>Regulatory Closure of Education Institutions:</p> <p>CISA was involved in several education provider closures of our tenure, with the biggest issue spanning through Darwin, Sydney and Brisbane. We have seen that on the ground, the students were at a loss when they didn't know the procedures of a college closure or an ASQA review procedure, they were panicking about their visas, their tuition fees, their loss of investment, the accreditation of units etc. Since majority of our delegates are international student leaders, through this session, they will be equipped with the knowledge to assist with college closures or know the processes should a student be at academic risk due to this as well. An opportunity for the session to discuss suggestion of future initiatives to improve.</p> <p>Vipin Mahajan – TPS</p> <p>Anthony McClaran – TEQSA</p> <p>Mohit Trivedi – Study Gold Coast</p> <p>Mellisa Birdas</p> <p>Chair: Donny Doughty - Council of International Students Australia (CISA)</p>	Golden Ballroom Central & South
10.00am	<p>Inspire, Aspire, Empower</p> <p>This session will have a strong focus on employability and the importance of employability. Along with themes around cultural integration – and the growing benefits of international and domestic student engagement/involvement</p> <p>Malcolm Baigent – StudyPerth</p> <p>Chair: Austrade – Tom O'Brien</p>	Golden Ballroom Central & South
11.00am	Morning Tea	Golden Ballroom North
11.30am	<p>CISA's Strategic Framework 2022 – Ralph Teodoro –Council of International Students Australia (CISA)</p> <p>Launch of IEAA's new student guide</p> <p>The Hon Phil Honeywood - International Education Association of Australia (IEAA)</p>	Golden Ballroom Central & South
12.30pm	Lunch	Golden Ballroom North



	Concurrent Sessions		
	Golden Ballroom Central	Golden Ballroom South	Goldsworthy Room
1.30pm	<p>Unshackling Changemak(HER)s</p> <p>What does success mean to you?</p> <p>The definition of success and leadership has never been as diverse as it is in this time that we live. In this session, we will explore what are the characteristics of a leader across the fields of profession you choose to lead, what does it mean to be <i>successful</i> at work and in your life, and how can you, starting today, be a bold changemakHER. Our conversation extends to the gender disparity in leadership, glass ceiling and the famous pay gap. Together with our esteemed speakers, we will break down the barriers for women, one step at a time.</p> <p>Julia Ewert Julia Lambo – Navitas Ltd Agata Dharma</p> <p>Chair: Belle Lim - Council of International Students Australia (CISA)</p>	<p>Engagement, Equality, Equity</p> <p>Kerry Valentine – Torrens University Australia</p> <p>Chair: Keon Sydney - Council of International Students Australia (CISA)</p>	<p>Strengths Finder – 3.0: The academic perspective</p> <p>It's not surprising that the students coming from “across culture” experience difficulties with the socio-cultural adjustment, language, and educational expectations and norms. In the early days, international students don't have an easy access to resources and support to assist them in solving problems associated with the daily life, finances, accommodation, relationships and academic progress etc. Furthermore, they often experience feelings of isolation, homesickness and ‘culture shock’ during their time here and many also worry about the career progression upon graduation. Many of these factors affect the academic life and progress of the international students. It requires a lot of passion, dedication and resilience which comes through finding the appropriate strengths to succeed. This session would bring out a few international student's success stories on how they have battled through these challenges and utilised their strengths to be successful.</p> <p>Chairs: Arslan Kiyani – Council of International Students Australia (CISA) Ayub Alam Khan - Council of International Students Australia (CISA)</p>



	Concurrent Sessions		
	Golden Ballroom Central	Golden Ballroom South	Goldsworthy Room
2.30pm	<p>Cementing your Australian foundation - Undergraduate Office</p> <p>Undergraduate studies are an important part of a university education in every students' path. It provides students with independent, critical, and collaborative learning experiences; research skills; and first-hand experience with academic activities and scientific discovery. Australia has a world-class education system. In this panel we will be discussing on the topics of coming to Australia and doing your undergraduate course and how to strengthen the education what one is receiving here.</p> <p>Chair: Manfred Mletsin - Council of International Students Australia (CISA)</p>	<p>The Growth Mindset – Fostering leadership within VET &amp; TAFE</p> <p>This session will be discussed on best practices and on-going initiatives of the VET &amp; TAFE sector to foster more students' leaders.</p> <p>Monisha Heeramun – North Metro TAFE</p> <p>Jen Bahen -TAFE Directors Australia</p> <p>Christina Brockman - TAFE WA</p> <p>Chair: Don Daughy - Council of International Students Australia (CISA)</p>	<p>Taxation for Dummies 101 – Rakhi Mukherjee,</p> <p>We live in a world where all the information we seek is accessible at our fingertips but still many a times we still find ourselves clueless. Taxation is definitely one of those things. The idea of doing your own taxes is intimidating enough, doing your own taxes in a foreign land can therefore be super stressful. Come along for an interactive session on taxation. Get answers to all your why's and how's as we tread across Australian Taxation Laws, starting from the very basic. This information session is being arranged to ensure international students are best equipped with the knowledge they need to make the most of the out of their current and future jobs!</p> <p>Chair: Rakhi Mukherjee - Council of International Students Australia (CISA)</p>
3.30pm	Break		
3.45pm	<p>Closing Ceremony</p> <p>Study Perth Executive Phil Payne and CISA Executive Ralph Teodoro</p>		Golden Ballroom Central & South
6.00pm	<p>Gala Dinner &amp; Awards Ceremony (Dinner Theme: Cultural Diversity)</p> <p>The Hon Kim Beazley AC</p> <p>Bijay Sapkota - President, Council of International Students Australia</p>		Golden Ballroom Central & South



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For more information, visit [torrens.edu.au](http://torrens.edu.au)



StudyPerth is the first point of contact for anyone looking to study in Perth, Western Australia, offering first rate information to assist potential students with their transition to life in Perth and highlighting the steps they need to take to integrate into the local community.

In collaboration with State, Federal and Local Governments, educational institutions and stakeholders, StudyPerth takes the lead in building the profile of international education in Western Australia and abroad. Our member organisations include the Perth's first-class state universities, plus a large number of technical institutions and pathway colleges, primary and secondary schools, and English colleges - in both the public and private sectors.

The StudyPerth Action Plan 2019-2025 has outlined 16 key initiatives and outcomes that will drive StudyPerth's direction for the next six years, and is the basis for StudyPerth's aspiration to increase the number of international



students in Perth to 100,000 by 2025. Separated into the three strategic pillars of live, learn and launch, as identified in the State Government's International Education Strategy, StudyPerth has committed to providing an environment that nurtures, supports and encourages international students in Perth in learning, social and professional settings by providing leadership and linkages between students, business and the wider community. provide

Perth was the choice of more than 50,000 international students in 2018 looking to live, learn and launch their careers. StudyPerth looks forward to welcoming even more international students in the coming years to Perth and helping them to not only have a world-class student experience but also to set the wheels in motion for their future career paths.

## Gold Sponsor



**Australian Government**  
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The Australian Government Department of Education is responsible for national policies and programs that help Australians access quality and affordable early child care and childhood education, school education, higher education, international education and research.

The Department works with the education sector, other government agencies, industry and partner countries to ensure Australia is recognised as a world leader in education and a partner of choice for international collaboration.

The Department supports the implementation of the National Strategy for International Education 2025, and the Council for International Education. A key goal of the National Strategy, and priority of the Council, is to deliver the best possible international student experience where students are well supported, well informed and prepared for engagement in the global workforce.

The Department also provides rigorous protection for international students through the Education Services for Overseas Students (ESOS) legislation and the Tuition Protection Service.

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Navitas is one of the world's largest education providers and has helped generations of learners transform their lives through education. As a leader in the global education sector, we create life-changing opportunities to learn by delivering an extensive range of educational services to over 70,000 aspirational learners. We have more than 120 colleges and campuses across our global network in 24 countries. At the heart of Navitas are our 7,000 diverse and talented employees.

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Since 1999, Allianz Global Assistance has provided health insurance and assistance to overseas students. Working with many of Australia's leading education institutions, we are a leading provider of overseas student and visitor health cover.

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We offer a flexible approach to overseas student health cover (OSHC) and overseas visitors health cover (OVHC) with assistance services relevant to students, education institutions and migration agent partners. We are constantly improving the use and capability of our online platforms to ensure the most user-friendly health cover experience in the industry. Simple information and clear messages for our international students and visitors facilitates a great and safe stay whilst in Australia.

Our health cover benefits are similar to those Australians receive through Medicare (Australia's public health care system). For students or visitors who get sick or have an accident in Australia, depending on the coverage level selected, we help pay for the medical cost for:

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The Office of the Commonwealth Ombudsman investigates complaints that international students have with private education providers. A private education provider can be a school, college or university in Australia.

Our service is free and we do not charge for making a complaint.

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What we can help you with:

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- cancellation of enrolment
- incorrect advice given by an education agent.

To read more about how we can help, visit the Commonwealth Ombudsman at [ombudsman.gov.au](http://ombudsman.gov.au), click on 'How we can help', and select 'Overseas Students'.



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The Gold Coast is a vibrant city recognised globally for providing quality education, training, innovation, opportunity and career outcomes against the backdrop of an unrivalled destination. As the peak industry body, Study Gold Coast promotes and unites the industry, helping grow student numbers for the region.

Study Gold Coast informs our community about the value of the education and training sector; provides meaningful student experiences; and promotes the economic value of the industry to expand the city's talent pool to attract more employers and grow the local economy.

Employability is a key focus as we seek to create better graduate outcomes for our students. Study Gold Coast's Talent For Business Growth program is a city wide initiative that develops student engagement opportunities with industry by forging stronger ties between local businesses and the education and training sector.

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ISANA members work at Educational Institutions and organisations in various roles covering international student services, advocacy, teaching and policy development. Having supported CISA since its inception we signed a Memorandum of Understanding in 2018 to further demonstrate our mutual support. ISANA members are your 'contact' for support and advice.



Study NSW is a dedicated unit within the NSW Government responsive for the delivery of the Study NSW International Education Strategy. Our goal is to enhance the experience of international students studying in NSW. The International Student Welcome Desk at Sydney Airport and a student-facing website to ensure international students receive support during their time in NSW. The annual NSW International Student Awards celebrate the extraordinary contribution international students make to our communities. Our Partner Projects grant scheme delivered in with industry, support international students across the state with free legal advice, work integrated learning opportunities and more. Visit our website, connect with us on social media and subscribe to our newsletter to get involved.

[www.study.sydney](http://www.study.sydney)

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